



Order Requirements & Business Terms – Effective March 1, 2025

ORDERS

- \$500 minimum for OPENING ORDERS
- \$250 minimum for RE-ORDERS
- \$250 minimum per SHIPMENT
- To Order Call: 419-627-0039 or Toll Free 877-647-0111
- Fax: 419-627-1901

TERMS

- Prices, minimums, design and materials are subject to change without notice
- Sizes may vary slightly
- Dimensions listed are to help you envision the size of the product and are approximate
- ACH, bank wire, Visa, MasterCard or Discover only are accepted on opening/initial orders
- Customers will be classified for (i) Credit Card or (ii) Net payment terms. All orders will remain on Credit Card terms unless a credit application is provided and approved for Net 30 payment terms
- Net invoices are to be paid via check, wire or ACH. Credit card payment is accepted on Net invoices with a fee
- K&K will send monthly account statements. Invoices are sent via email on the date of order shipment. Customers may receive invoices and statements via standard mail service upon request
- In the event of an invalid credit card, the order will be cancelled after ten (10) days
- NSF check: A \$50.00 charge will automatically be added to your account for NSF checks
- International orders (outside of the continental U.S., Puerto Rico & Canada) may require a 20% deposit of the order total
- K&K does not provide credit references for customers

SHIPPING

- Effective January 1, 2023, K&K's shipping charges are calculated by zone:
 - Zone 1 – Home Décor is 15% and Jewelry/Apparel/Baby/Luminara/Crosstree Lane Candles are 7.5%
 - Zone 1 includes the states of CT, DC, DE, IL, IN, KY, MA, MD, ME, MI, NC, NH, NJ, NY, OH, PA, RI, SC, TN, VA, VT, WI, & WV
 - Zone 2 – Home Décor is 17% and Jewelry/Apparel/Baby/Luminara/Crosstree Lane Candles are 8.5%
 - Zone 2 includes the states of AK, AL, FL, GA, IA, KS, LA, MN, MO, MS, ND, NE, OK, & SD

- Zone 3 – Home Décor is 19% and Jewelry/Apparel/Baby/Luminara/Crosstree Lane Candles are 9.5%
- Zone 3 includes the states of AZ, CA, CO, ID, MT, NM, NV, OR, TX, UT, WA, & WY
- K&K will not call prior to shipping
- Backorders will be shipped up to 6 months past the ship date as stock arrives unless cancellation dates are given by the customer
- All orders will be subject to shipping charges
- At this time, K&K does not provide drop shipping

CLAIMS

- All claims for discrepancies and/or damages on HOME DECOR products must be reported within fourteen (14) business days from receipt of shipment and within thirty (30) days for JEWELRY, APPAREL, BABY, LUMINARA and CROSSTREE LANE CANDLES
- No action will be taken if damages are not reported within the allowable periods, as stated immediately above
- Original box, packaging material and tracking labels must be saved in case of carrier inspection
- To evaluate product quality and packaging, you may be required to return damaged and or defective items
- Refunds may take up fourteen (14) business days to process
- Items sold as a set will be credited back based on a percentage breakdown

PAST DUE ACCOUNTS

- Reorders on past due accounts will not ship until account is paid in full including any finance charges
- Past Due invoices, not paid within seven (7) days from the due date of the invoice, will result in all orders being held until payment in full is received
- If payment is not received within forty (40) days from the due date of the invoice, then (i) a FINAL NOTICE will be sent requiring payment within the (10) days and (ii) all orders become subject to cancellation
- If payment is not received within ten (10) days after the FINAL NOTICE is sent, then the delinquent account may be turned over to a collection agency for recovery
- A 20% collection fee will be billed to the delinquent account
- K&K Interiors reserves the right to revoke Net terms without prior notice
- Effective March 1, 2025, a monthly finance charge equaling 2.0% of a delinquent invoice will be assessed on all past due invoices. Finance charges become part of the total balance due

RETURNS

- Returns require prior authorization, within fourteen (14) business days and will incur a 20% re-stocking fee
- Refusals incur a 20% re-stocking fee
- Refunds may take up to fourteen (14) business days to process upon receipt of returned merchandise by K&K Interiors

CUSTOMER SERVICE HOURS

- Monday through Friday: 8:30am–5:00pm EST
- Please call 877-647-0111, option #3

CANCELLATION POLICY

- If you must cancel an order, then please contact us by:
 - Phone: 877-647-0111, option #3
 - Fax: 419-627-1901 (send written cancellation notice)
 - Email: customer.service@kkinteriors.com (send written cancellation notice)
 - K&K Interiors will provide a cancellation verification by fax or email
- For a refused order, freight costs will be the responsibility of the customer and will be subject to a 20% restocking fee
- A refused order occurs when the customer refuses to accept the package during a delivery attempt
- Any order that needs to be re-shipped will be charged additional freight charges

FURNITURE ORDERS

- Sales are final on all furniture orders
- Customers are responsible for shipping costs
- Refusal of shipping will result in a 25% restocking fee

LUMINARA® PRODUCTS – ONLINE SALES

- LUMINARA® products cannot be purchased through K&K Interiors, Inc. and then sold to consumers using an online e-Commerce marketplace, including but not limited to, alibaba.com, aliexpress.com, amazon.com, bonanza.com, chairish.com, craigslist.org, ebay.com, ecrater.com, etsy.com, faire.com, flipkart.com, handshake.com, houzz.com, mercari.com, newegg.com, overstock.com, poshmark.com, rakuten.com, rubylane.com, sellbrite.com, spreeail.com, storenvy.com, target.com, temu.com, vminnovations.com, walmart.com, and wayfair.com. This includes any affiliated, or foreign, websites of each.
- An online e-commerce marketplace is any type of e-commerce website (i) where products are sold to consumers by multiple third parties or (ii) which enables third party sales across multiple partner websites.
- This does not prohibit a K&K Interiors, Inc. customer from selling LUMINARA® products to consumers on their own branded website, as long as, it is not part of any online e-Commerce marketplace.

FUTURE CHANGES TO BUSINESS TERMS

K&K Interiors reserves the right to change, modify, add or remove our "Ordering Requirement & Business Terms" at any time and without prior notification. Please check our requirements and terms regularly to ensure you are up-to-date on any changes. We will make every effort to notify you of any significant changes, but cannot be held liable for failure to act. By continuing to do business with K&K Interiors, we will conclude that you are in agreement and acceptance of the current terms in place at the time of transaction.